



# Federal Aviation Administration New England Region

## Business Plan for Fiscal Year 2006

### Introduction

This Business Plan sets forth the goals and objectives for the New England Region Airports Division. It is derived from the National Airports Division (ARP) Business Plan. We focus on three goals from the National Plan - Increased Safety, Greater Capacity, and Organizational Excellence – and have defined performance targets that measure how well we meet these goals. All metrics have one purpose: to provide the citizens of New England with the best possible airport system.

### What We Do: Our Core Values

Work with States, Airport Sponsors and other organizations to develop and maintain a safe, efficient, and environmentally sensitive airports system.

Strive to provide the highest level of service to our customers: Airports, State Aviation Agencies, and the public.

Provide a positive work environment by empowering our staff, maintaining mutual respect, and developing our skills.

### Business Plan Goals and Objectives

***Increased Safety: Support nationwide efforts to increase safety by focusing on defining, prioritizing and funding RSA and other safety-related projects, and through a timely and appropriate inspection and certification process.***

#### AIRPORT CERTIFICATION AND INSPECTIONS

- Review submitted Class II, III, and IV Airport Certification Manuals (ACM) and approve or return for corrections within performance targets (see Table).
- Inspect 100% of Part 139 Airports, consistent with national policy.
- Conduct safety inspections at 10 general aviation airports per FY 06 Work plan.
- Develop safety inspection work plan for FY 07 by July 30, 2006.

#### AIRPORT SAFETY AND SECURITY

- Work with Runway Safety Office to achieve national goal of reduced runway incursions caused by pedestrian & vehicle incursions from 57 to 50 or less.
- Provide support for the regional Runway Safety Action Team (RSAT) program, attend quarterly meetings, and organize meetings for FY 07.
- Identify RSAT projects for FY 2007 and include in the CIP, if appropriate.
- Continue work with States to improve security at GA Airports.

#### RUNWAY SAFETY AREA AND AIRFIELD SAFETY IMPROVEMENTS

- Complete RSA enhancements at Bangor Int'l Airport (Runway 15/33).
- Proceed with RSA work at Tweed-New Haven (Runway 2/20); complete FY 07.
- Complete environmental, permitting and initial design for RSA improvements at Manchester (Runway 6/24); project complete FY 07.
- Complete RSA-related projects (environmental, design, or construction) at Rutland, Fitchburg, Marshfield, Old Town, Highgate, and Norridgewock.
- Secure \$13.5 million of AIP funds for other safety-related projects.

#### AIRFIELD RECONSTRUCTION AND REHABILITATION

- By June 1, 2006, update funding plan to ensure that 93% of runways at airports in the NPIAS are maintained in good or fair condition.
- Secure approximately \$32.7 million of AIP funds for airside projects.
- Secure \$285,000 in AIP funds for statewide pavement maintenance programs.

#### NRA AND OE MANAGEMENT

- Maintain our responsiveness on NRA, Landing Area, and Obstruction Evaluation (OE) cases, with response times as outlined in the Performance Targets Table.

***Greater Capacity: Continue to address capacity improvements from a regional perspective, and support planning studies, environmental analyses, and capital investments consistent with this perspective.***

#### PLANNING AND ENVIRONMENTAL STUDIES

- Improve the scoping and products of planning studies to better integrate them with the Design, Environmental, Certification/Compliance and Financial Issues.
- Complete Master Plan and ALP reviews per the Performance Targets Table.
- Include master plans or ALP updates in the CIP's for all Primary airports whose current plans are 10 years old or older.
- Manage and direct the Boston-Logan (BOS) Overflight Study and the Centerfield Taxiway study (consistent with the ROD), and structure the commitments for the Runway 14/32 use monitoring agreement.
- Complete the New England Region Aviation System Plan study by 9/30/06.
- Monitor the Providence – T.F. Green (PVD) EIS to insure completion in July 07.
- Support the national Joint Planning Development Office (JPDO) initiative.

#### ENGINEERING

- Target AIP funding based on a regional approach to capacity, to complement funding of projects at Boston-Logan International Airport.
- Secure approximately \$13.6 million in AIP funds and monitor the BOS 14/32 project for to meet November 2006 commission schedule.
- Secure approximately \$14.1 million of AIP Funds for capacity-related projects.
- By 8/31/06, issue approximately \$22.5 million in noise compatibility AIP grants to benefit to up to 537 persons exposed to noise levels of DNL 65dB or higher.

## COMPLIANCE

- Conduct 2 land use compliance inspections at G/A airports by 8/31/06.
- Perform compliance activities in accordance with FAA policies and standards.

***Organizational Excellence: Pursue organizational excellence by focusing on customer service, staff empowerment and recognition, management effectiveness, and performance measures linked to strategic goals.***

## PROGRAMS

- Implement the Airport Capital Improvement Plan (ACIP) process and complete the Draft ACIP by 5/06; conduct meetings per the Performance Targets Table.
- Implement 90% of the FY 2006 CIP, subject to budget constraints.
- Provide oversight to Passenger Facility Charge (PFC) Programs, inventory completed PFC applications, and support national integration of PFC into SOAR.
- Develop and Manage the FY 2006 Airport Improvement Program (AIP), achieving process deadlines as outlined in the Performance Targets Table.
- Provide audit report comments in a timely manner.
- Update the National Plan of Integrated Airport Systems (NPIAS) database per the Performance Targets Table, and review the current data input process.
- Establish procedures to delegate Part 150 approval authority to the Region.

## TEAM SUPPORT AND MANAGEMENT

- Provide staff with a clear understanding of performance measures, expectations and priorities, and provide ongoing feedback, coaching and mentoring.
- Provide regular performance assessments to staff on a quarterly basis.
- Recognize staff accomplishments through the annual employee recognition program, monetary awards and other techniques.
- Update the EAS action plan and provide quarterly updates on actions.

## CUSTOMER SERVICE

- Meet customer service goals, as summarized in the Performance Targets Table.
- Provide an Annual Report and bi-monthly updated website.
- Attend state and regional airport conferences.
- Finalize plans for an ANE Airport Conference for FY 2007 by 5/1/06.
- Timely responses to citizen and legislator's interest for airport information (see the Performance Targets Table).
- Develop a plan to improve Customer Satisfaction, based on survey data.

## GENERAL ADMINISTRATION AND OVERSIGHT

- Operate within our budget, with accounts reconciled by 10<sup>th</sup> of the month.
- Complete project closeouts, grant reconciliations, carryovers and other tasks as summarized in the Performance Targets Table and per the ARP Business Plan.
- Reorganize office files (electronic and hard copy) by 3/31/06.
- Continue to upgrade the office environment, in coordination with Union.

## Customer Service Performance Targets Table

Category	Performance Measure	Target
ACM's	Approved or returned for correction	90 days
NRA/OE	NRA Acknowledge Receipt	10 days
	NRA Agency Determination	45 days
	Notice of Landing Area Proposal Agency Determination	45 days
	OE Response (calendar days)	30 days
Planning and Environmental Studies	Review or Approval of Draft/Final Master Reports or Environmental Assessments	30 days
	Update of NPIAS database after Master Plan approved	30 days
	Review or Approval of Draft/Final ALP	45 days
ACIP Process	% Commercial Service Airports having CIP meetings:	50%
	% GA Airports having CIP meetings:	25%
Grant Payments	Process payments to Accounting	10 days
	Final project payments to Accounting	60 days
AIP Process	Obligate 100% of all funds that have been released by OST by:	August 31 <sup>st</sup>
	Submit project documentation to OST for AIP discretionary funds	30 days after funds in SOAR
	All entitlement projects programmed by:	January 1 <sup>st</sup>
	Percent grants based on bid (except when delayed by issues outside ANE control)	95%
	Grant Applications completed by:	May 1 <sup>st</sup>
	Reduce carryovers by:	5% reduction
	Identify 90% of known carryover by:	May 30 <sup>th</sup>
	AIP/DELPHI records reconciled:	Monthly
Grant Closeouts	<b>Close out 95% of grants</b> (except those in litigation) from FY 2001 and earlier by:	August 31 <sup>st</sup>
	% of grants closed on 9/30/05 that would have been inactive for 18 months or more on 9/30/06, except for special cases.	99%
	Close out projects (after work complete)	60 days
Communications (see note 4)	Respond to Congressional and Freedom of Information Act (FOIA) requests	4 days

### Notes

1. Unless specified, days refer to business days.
2. Approvals, closeouts and determinations times assume accurate and complete information has been received.
3. All grant deadlines are subject to appropriations availability.
4. Initial response only; time for full response may vary significantly based on type of request.